

FIG. 1

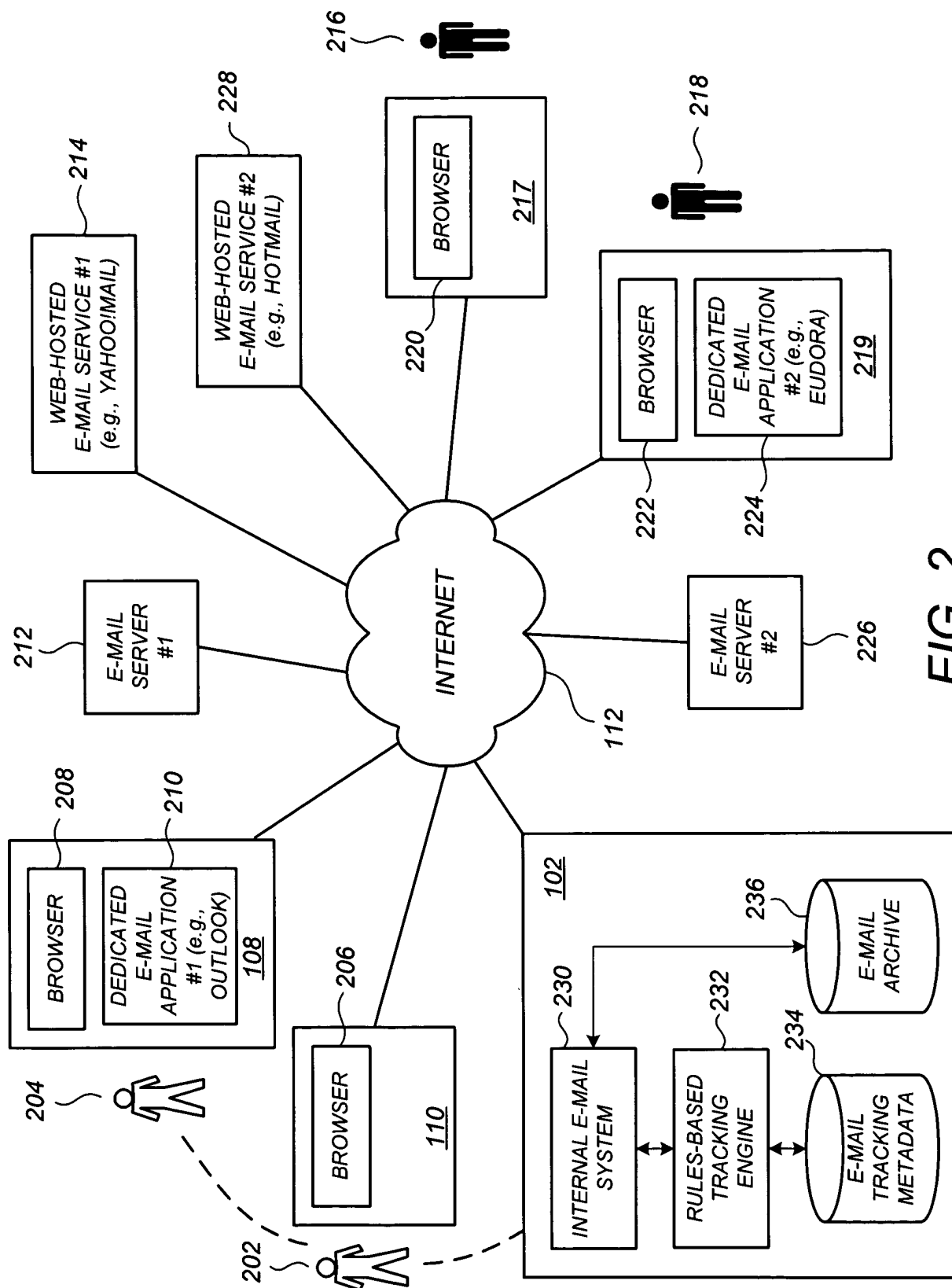


FIG. 2

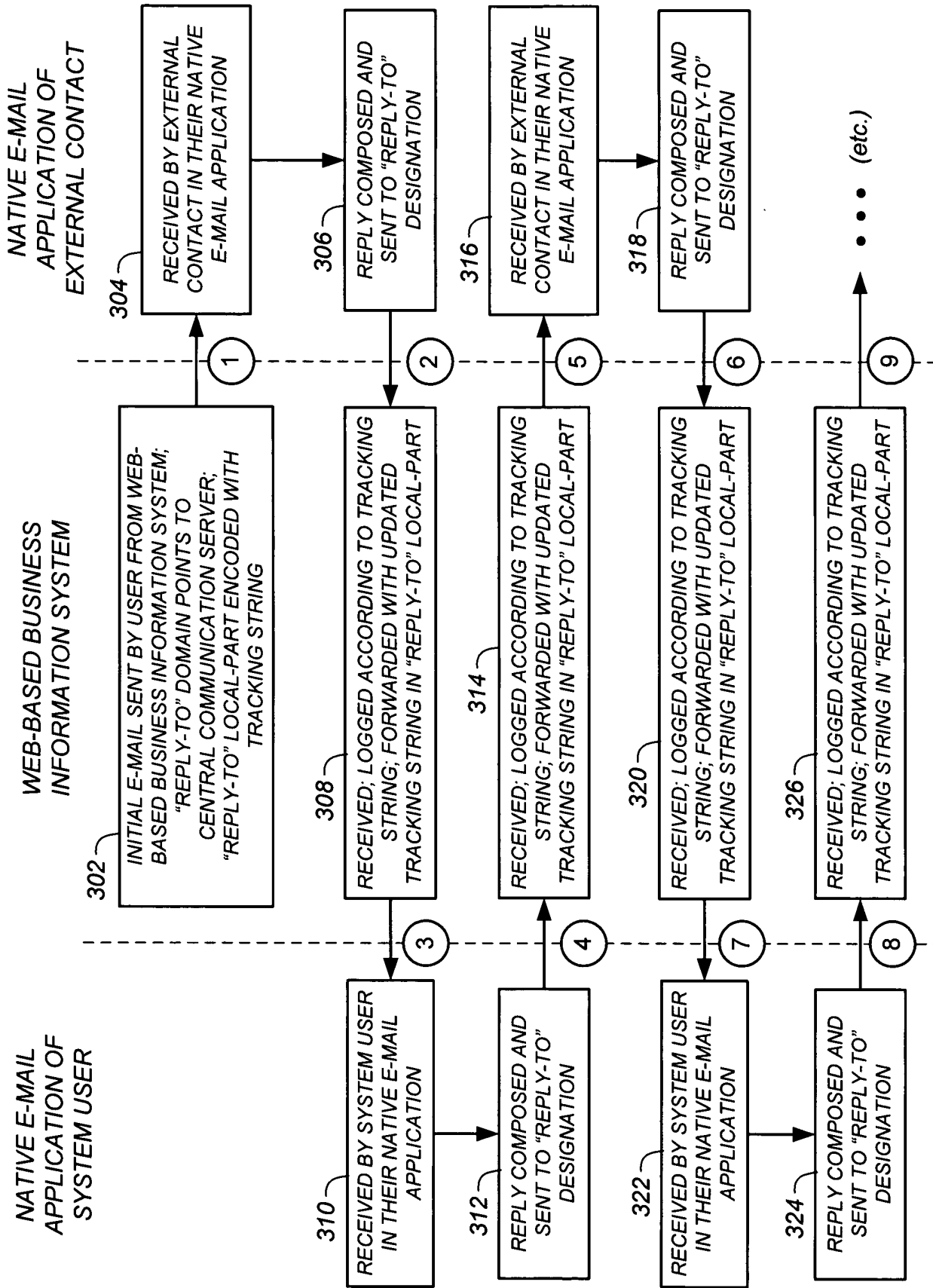


FIG. 3A

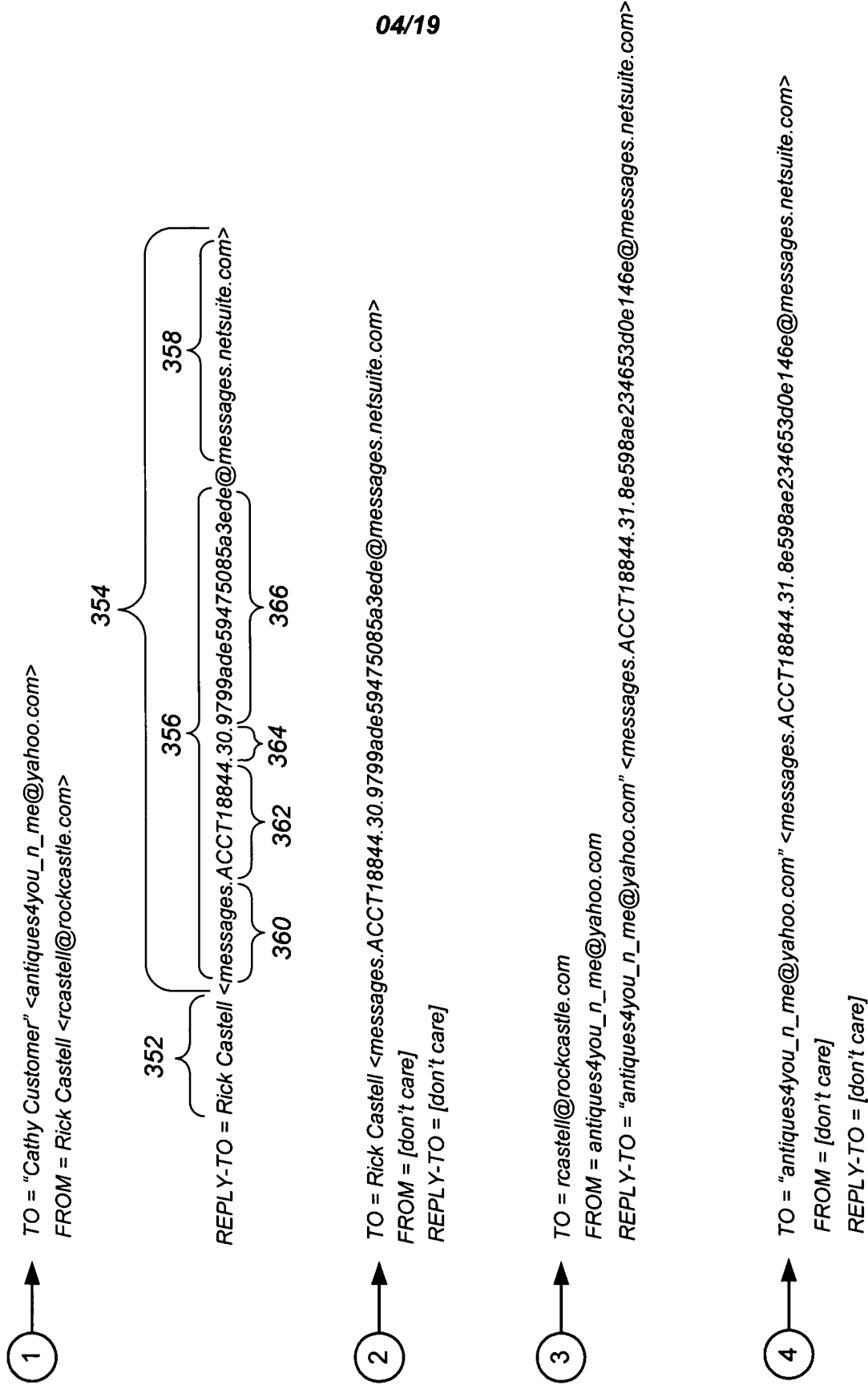


FIG. 3B-1

5 →
TO = "Cathy Customer" <antiques4you_n_me@yahoo.com>
FROM = Rick Castell <rcastell@rockcastle.com>
REPLY-TO = Rick Castell <messages.ACCT18844.32.e82cfb0c32457768467f@messages.netsuite.com>

6 →
TO = Rick Castell <messages.ACCT18844.32.e82cfb0c32457768467f@messages.netsuite.com>
FROM = [don't care]
REPLY-TO = [don't care]

7 →
TO = rcastell@rockcastle.com
FROM = antiques4you_n_me@yahoo.com
REPLY-TO = "antiques4you_n_me@yahoo.com" <messages.ACCT18844.33.148e4cbffb39edddde676@messages.netsuite.com>

8 →
TO = "antiques4you_n_me@yahoo.com" <messages.ACCT18844.33.148e4cbffb39edddde676@messages.netsuite.com>
FROM = [don't care]
REPLY-TO = [don't care]

9 →
TO = "Cathy Customer" <antiques4you_n_me@yahoo.com>
FROM = Rick Castell <rcastell@rockcastle.com>
REPLY-TO = Rick Castell <messages.ACCT18844.34.82fdca629d674ff79905@messages.netsuite.com>

FIG. 3B-2

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Customer - NetSuite (Rock Castle Construction) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

NETSUITE™

Sign Out | Help | Global Search

Home Transactions Lists Reports Setup Support

Rock Castle Construction Rick Castell (Administrator)

Generate Statement Prev Next

Customer

New: Contact | Task | Call | Event | Note | E-mail | Opportunity | Estimate | Invoice | Sales Order | Cash Sale | Case | Job | Subcustomer

Customer: Antique Recyclers, Inc. 404

Status: CUSTOMER-Closed Won

Customer is Inactive: No

Edit New Search Print Show Activity

General Address Financial Access Custom

Company Name: Antique Recyclers, Inc.

Category: Commercial

Phone: 650-464-8722

Alt. Phone: 815-364-3923

Fax:

E-Mail: antiques4you_n_me@yahoo.com

Web Address:

406

Sales Rep: Territory: Lead Source: Partner: Comments: Great client who needs a new building addition/remodel.

Date Created: 2/23/2004

Unsubscribe: No

Image:

Contacts Activities Notes Messages Opportunities Transactions Items Cages Files Campaigns Jobs/Subs

Contact: Attach as: View Default

New Contact Attach Update Primary Customize View

Edit Name / Job Title Phone E-mail Primary/Alternate Remove

Edit Cathy Customer Building Manager 650-464-8722 antiques4you_n_me@yahoo.com Primary Remove

Done Internet

402

408

FIG. 4

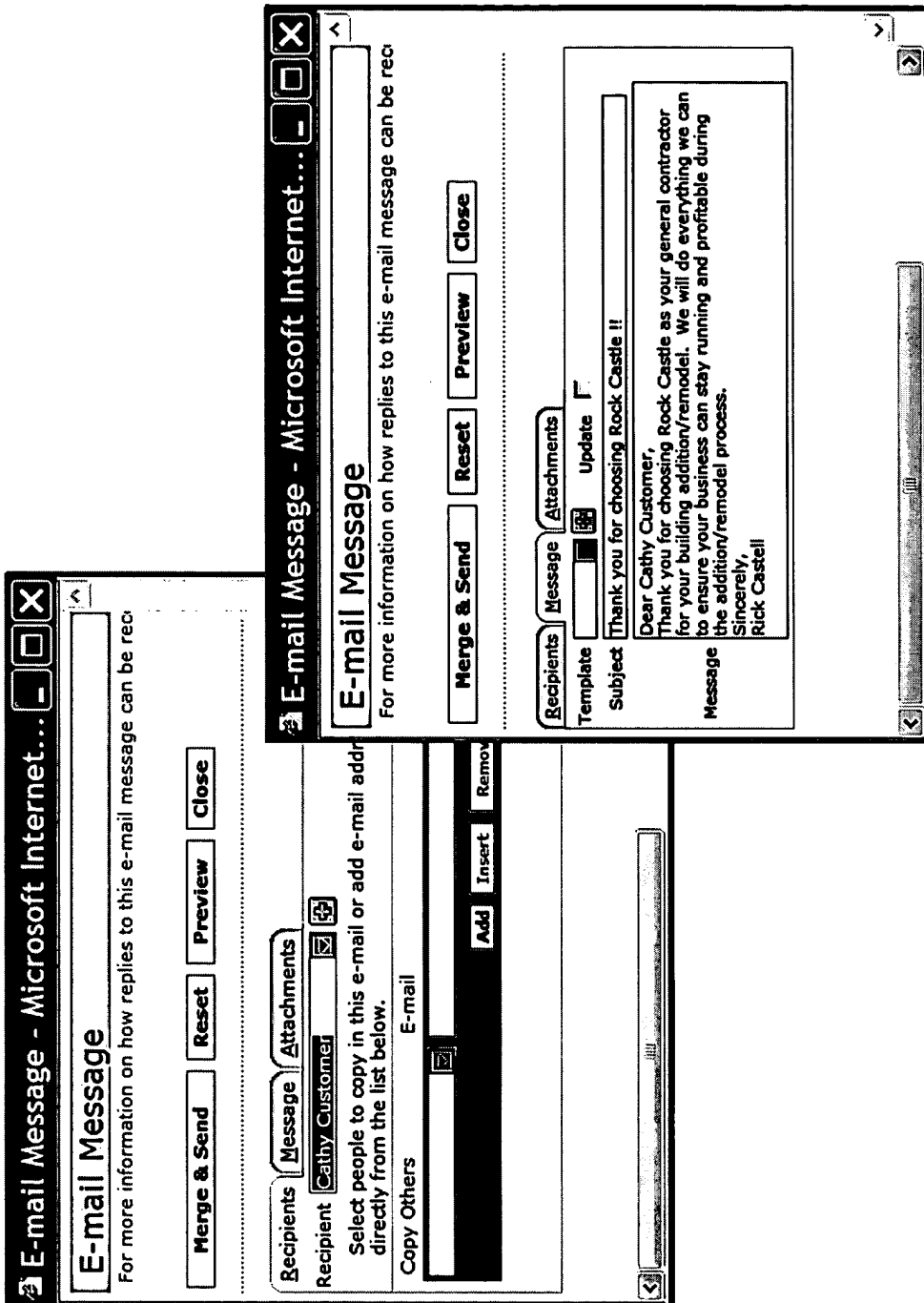


FIG. 5

• Contacts

Activities

• Notes

Messages

Opportunities

Transactions

Items

Cases

Files

Campaigns

Jobs/Subs

E-mail

Attach

Refresh

View History

View	Date & Time	From	To	Subject	Type	Files	Remove
<u>View</u>	2/23/2004 11:20 pm	Rick Castell	Cathy Customer	Thank you for choosing Rock Castle !!	E-mail		<u>Remove</u>

FIG. 6

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antiques4you_n_me@yahoo.com [Sign Out]

Mail Upgrades

Search Mail

Mail Options

Inbox

1% of 4.0MB used - [Get more space](#)

View: All | Unread | Flagged

Messages 1-1 of 1 | First | Previous | Next | Last

Delete	Spam	Mark ▾	Move to folder... <input checked="" type="checkbox"/> OK	
<input type="checkbox"/>	Sender	Subject	Date <input checked="" type="checkbox"/>	Size
<input type="checkbox"/>	Rick Castell	Thank you for choosing Rock Castle !!	Mon 02/23	2k

[Check All](#) - [Clear All](#)

FIG. 7

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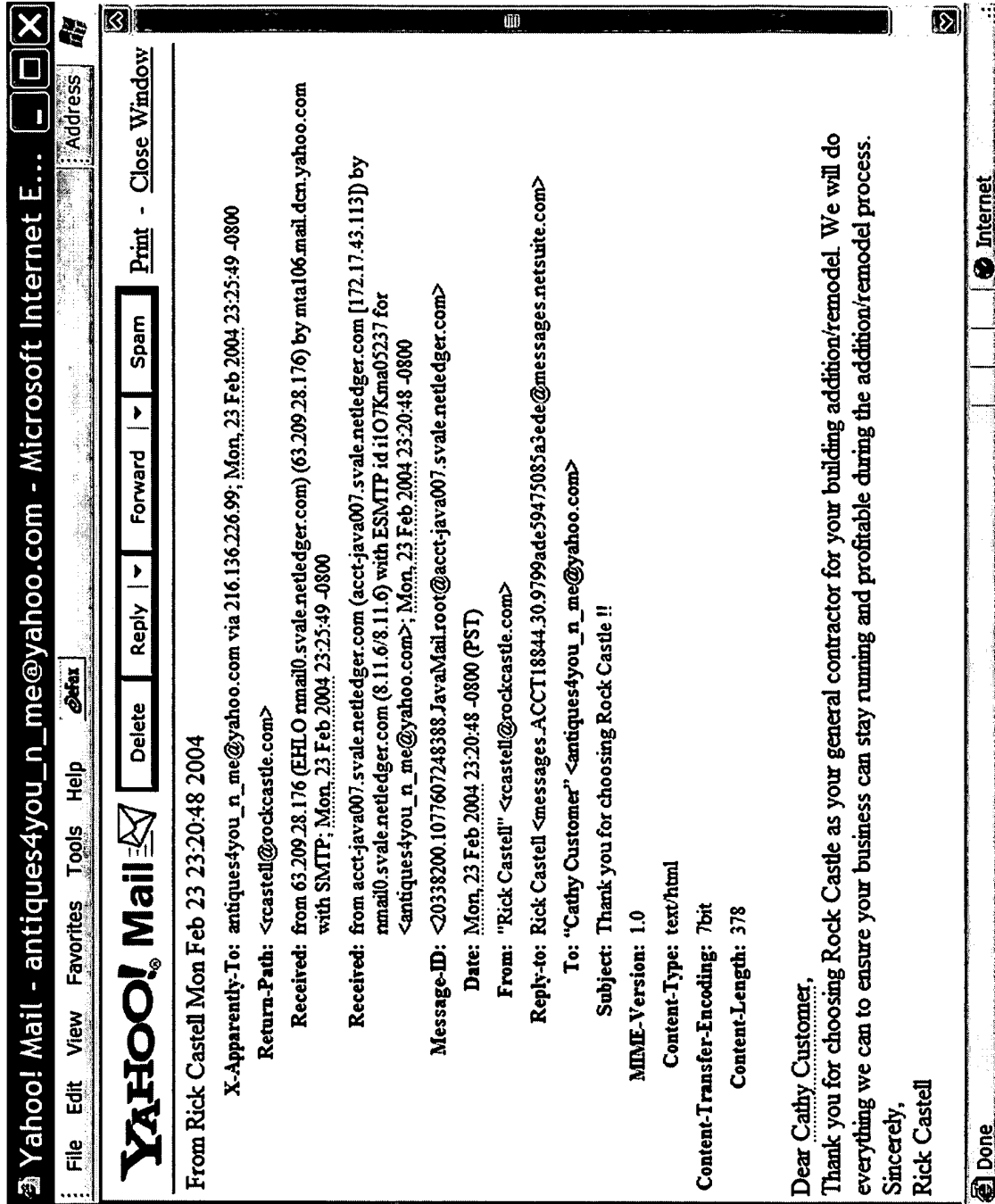


FIG. 8

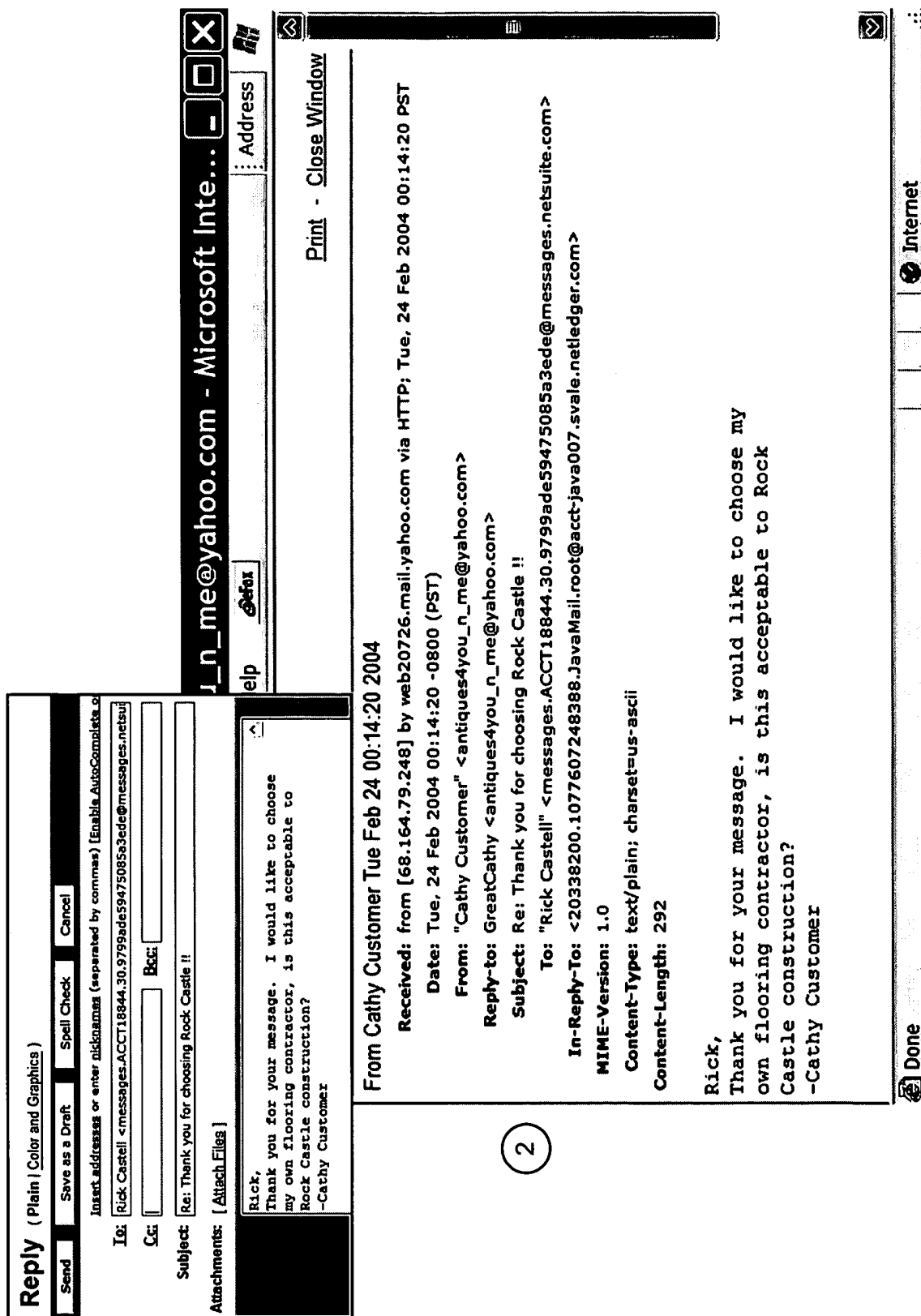


FIG. 9

Rick Castell

Return-Path: <antiques4you n me@yahoo.com>
 Received: from nmail0.svale.netledger.com ([63.209.28.176])
 by dove (EarthLink Mail Service) with ESMTP id 1aVxHS5kr3NZFmi0
 for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 00:14:20 -0800 (PST)
 Received: from backend002.svale.netledger.com (backend002.svale.netledger.com [172.17.43.42])
 by nmail0.svale.netledger.com (8.11.6/8.11.6) with ESMTP id i1O8EKa09292
 for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 00:14:20 -0800
 Message-ID: <4726209.1077610460615.JavaMail.root@backend002.svale.netledger.com>
 Date: Tue, 24 Feb 2004 00:14:20 -0800 (PST)
 From: antiques4you n me@yahoo.com
 Reply-To: "antiques4you n me@yahoo.com"
 <messages.ACCT18844.31.8e598ae234653d0e146e@messages.netsuite.com>
 To: rcastell@rockcastle.com
 Subject: Re: Thank you for choosing Rock Castle !!
 MIME-Version: 1.0
 Content-Type: text/plain
 Content-Transfer-Encoding: quoted-printable

From: antiques4you n me@yahoo.com
 Sent: Tuesday, February 24, 2004 12:14 AM
 To: rcastell@rockcastle.com
 Subject: Re: Thank you for choosing Rock Castle !!

Rick,
 Thank you for your message. I would like to choose my
 own flooring contractor, is this acceptable to Rock
 Castle construction?
 -Cathy Customer

FIG. 10

FIG. 11

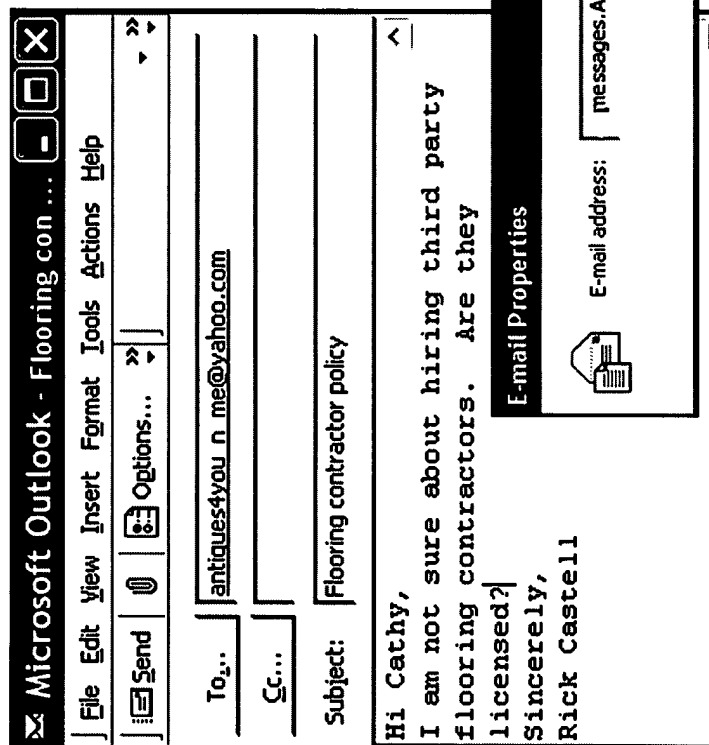


FIG. 12

• Contacts	Activities	• Notes	Messages	Opportunities	Transactions	Items	Cases	Files	Campaigns	Jobs/Subs	
E-mail		Attach	Refresh	View History							

View	Date & Time	From	To	Subject	Type	Files	Remove
View	2/24/2004 1:05 am	Rick Castell	Cathy Customer	Flooring contractor policy	E-mail		Remove
View	2/24/2004 12:14 am	Cathy Customer	Rick Castell	Re: Thank you for choosing Rock Castle !!	E-mail		Remove
View	2/23/2004 11:20 pm	Rick Castell	Cathy Customer	Thank you for choosing Rock Castle !!	E-mail		Remove

FIG. 13

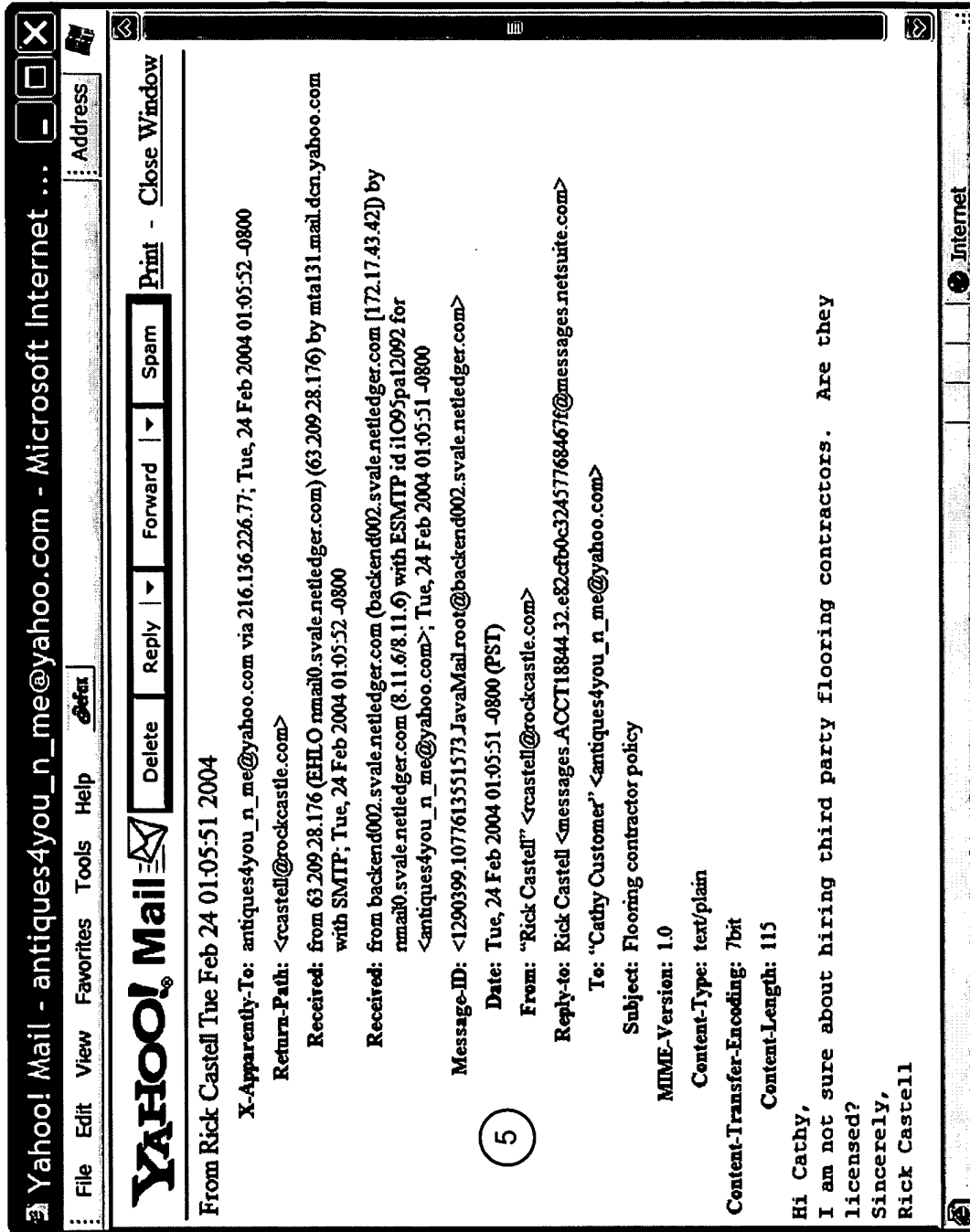


FIG. 14

Reply (Plain | Color and Graphics)

Send Save as a Draft Spell Check Cancel

Insert addresses or enter nicknames (separated by commas) [Enable AutoComplete]

To: Rick Castell <messages.ACCT18844.32.e82cfb0c32457768467f@messages.netsuite.com>

Cc: Bcc:

Subject: Re: Flooring contractor policy

Attachments: [Attach Files]

Rick,
Yes, they are fully licensed and insured.
Best Regards
Cathy Customer

Print - Close Window

From Cathy Customer Tue Feb 24 01:50:01 2004

Received: from [68.164.79.248] by web20729.mail.yahoo.com via HTTP; Tue, 24 Feb 2004 01:50:01 PST

Date: Tue, 24 Feb 2004 01:50:01 -0800 (PST)

From: "Cathy Customer" <antiques4you_n_me@yahoo.com>

Reply-to: GreatCathy <antiques4you_n_me@yahoo.com>

Subject: Re: Flooring contractor policy

To: "Rick Castell" <messages.ACCT18844.32.e82cfb0c32457768467f@messages.netsuite.com>

In-Reply-To: <1290399.1077613551573.JavaMail.root@backend002.svale.netledger.com>

MIME-Version: 1.0

Content-Type: text/plain; charset=us-ascii

Content-Length: 377

Rick,
Yes, they are fully licensed and insured.
Best Regards
Cathy Customer

Internet

FIG. 15

7

Rick Castell

Return-Path: <antiques4you_n_me@yahoo.com>
 Received: from nmail0.svale.netledger.com ([63.209.28.176])
 by dove (Earthlink Mail Service) with ESMTP id 1aVzcu20s3NZFmi0
 for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 01:50:02 -0800 (PST)
 Received: from backend002.svale.netledger.com (backend002.svale.netledger.com [172.17.43.42])
 by nmail0.svale.netledger.com (8.11.6/8.11.6) with ESMTP id iIO9o2a13515
 for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 01:50:02 -0800
 Message-ID: <29691953.1077616202285.JavaMail.root@backend002.svale.netledger.com>
 Date: Tue, 24 Feb 2004 01:50:02 -0800 (PST)
 From: antiques4you_n_me@yahoo.com
 Reply-To: "antiques4you_n_me@yahoo.com"
 <messages.ACCT18844.33.148e4cbfb39eddde676@messages.netsuite.com>
 To: rcastell@rockcastle.com
 Subject: Re: Flooring contractor policy
 MIME-Version: 1.0
 Content-Type: text/plain
 Content-Transfer-Encoding: 7bit

From: antiques4you_n_me@yahoo.com
 Sent: Tuesday, February 24, 2004 1:50 AM
 To: rcastell@rockcastle.com
 Subject: Re: Flooring contractor policy

Rick,
 Yes, they are fully licensed and insured.
 Best Regards
 Cathy Customer

FIG. 16

Contacts Activities Notes Messages Opportunities Transactions Items Cases Files Campaigns Jobs/Subs									
E-mail		Attach	Refresh	View History					
View	Date & Time	From	To	Subject	Type	Files	Remove		
View	2/24/2004 11:26 am	Rick Castell	Cathy Customer	RE: Flooring contractor policy	E-mail		Remove		
View	2/24/2004 1:50 am	Cathy Customer	Rick Castell	Re: Flooring contractor policy	E-mail		Remove		
View	2/24/2004 1:05 am	Rick Castell	Cathy Customer	Flooring contractor policy	E-mail		Remove		
View	2/24/2004 12:14 am	Cathy Customer	Rick Castell	Re: Thank you for choosing Rock Castle !!	E-mail		Remove		
View	2/23/2004 11:20 pm	Rick Castell	Cathy Customer	Thank you for choosing Rock Castle !!	E-mail		Remove		

FIG. 19

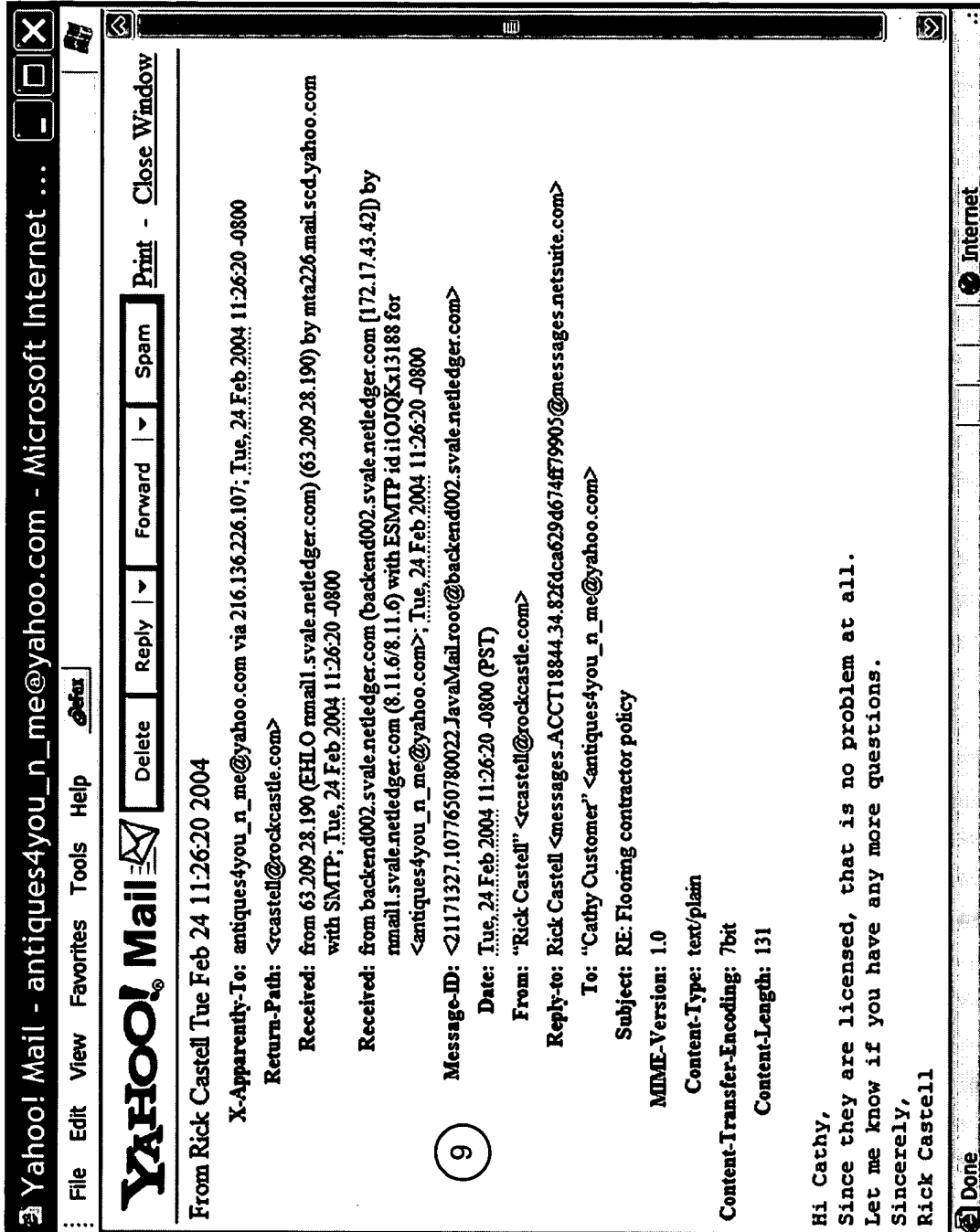


FIG. 20